



Prince Edward Island

Small city. Big opportunity!

Customer Service Representative

(Full-time/Permanent)

The City of Summerside is accepting applications for a Customer Service Representative to work within our Municipal Services Department. This is a front-line position which involves interacting with staff and the public in a respectful and knowledgeable manner. In this role, confidentiality is of the utmost importance. This position is a full-time permanent position working 40 hours per week (Monday-Friday 7:30am-4:00pm).

Duties:

- To answer customer inquiries and direct calls/emails/mail to the proper Municipal Services section.
- Provide administrative functions to staff in Municipal Services.
- Prepare payroll sheets for Municipal Services staff, reconcile monthly payroll figures, and provide monthly transactions to be recorded in the financial system.
- Provide details to the accounting technician for charges to be billed to contractors, developers, and property owners.
- Process invoices and maintain petty cash fund for Municipal Services departments.
- Record, relay information, changes to services, temporary services, reconnects etc. as required.
- Relieve or assist other positions listed in the collective bargaining unit as required.
- Carry out other duties as may be required by the department Director or designate to maintain an efficient operation and provide maximum service to the public.

Qualifications:

- A minimum of a two-year post-secondary/community college diploma in a specialization related to the duties of the position.
- Exceptional communication skills and ability to deal effectively with individuals.
- Bilingualism would be considered an asset.

Experience:

- Ability to work with various computer software programs, specifically working knowledge of Microsoft Office software is required.
- A minimum of two years' experience working in a customer service related field.

The City of Summerside offers a superior work environment along with an attractive benefits package including a defined benefits pension plan, comprehensive medical/dental coverage, and 3 weeks of vacation to start.

Salary: \$25.79 per hour (\$28.66 per hour, after 6 months)

Hours: 40 hours per week

Closing Date: Thursday, November 7th, 2024, at 1:00pm

Resume submissions should be clearly marked "**Customer Service Representative**" and emailed to the Human Resources Department at: jobs@summerside.ca

Please note that only those selected for an interview will be contacted.